



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for quarter ending June 30, 2011**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	92.00 *	132.00 *	87.00 *	103.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	83.00 *	99.00 *	83.00 *	88.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	88.20% *	84.30% *	74.30% *	82.27% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.23	2.45	2.53	2.40
H. Percent Repeat Trouble Reports [730.545(c)]	3.90%	2.30%	4.60%	3.60%
I. Percent of Installation Trouble Reports [730.545(f)]	12.00%	11.60%	17.80%	13.80%
J. Missed Repair Appointments [730.545(h)]	5	3	8	5
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

**Comments**

See attached statement.



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Sage Telecom, Inc.  
for quarter ending June 30, 2011**